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AI for HR and Organisation-Wide Productivity: A Course for Managers and General Managers

2 – 6 May 2027
Online

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Introduction:

AI for HR and organisation-wide productivity is the use of artificial intelligence, led by the human resources function, to raise output, speed and quality of work in every department, from finance and procurement to operations, sales, customer service and IT. This 1-week course is for managers, general managers, HR leaders and department heads, and its final deliverable is an AI productivity roadmap for the delegate's own organisation. It is taught at intermediate practitioner level through case studies on departmental processes and productivity data, building a use-case canvas, a measurement sheet and a governance checklist along the way.

Course Objectives:

- Distinguish automation from augmentation and judge which departmental tasks AI should take over and which it should support
- Apply the AI use-case canvas and a value vs effort matrix to build a prioritised portfolio of AI opportunities across HR, finance, operations, procurement, sales, customer service and IT
- Compare baseline and after-implementation measures of time saved, cycle time, error rate and adoption to interpret real productivity gains
- Select between off-the-shelf AI tools and custom solutions for departmental use cases using cost, data and risk criteria
- Justify a workforce plan that redesigns roles and reskills staff rather than treating released capacity only as headcount reduction
- Define an AI adoption plan and governance checklist covering use policy, data privacy, bias, human oversight and resistance to change

Target Audience:

- General managers and business unit heads who set organisational priorities, deciding which AI initiatives receive budget and leadership attention
- HR leaders and HR business partners who own workforce planning and change, judging how AI alters roles, skills and adoption across departments
- Department heads in finance, operations, procurement, sales and customer service who run daily processes, choosing which tasks to redesign with AI first
- Managers accountable for team performance and productivity targets, deciding how to measure whether AI tools deliver real gains
- Transformation, strategy and performance leads who coordinate cross-functional initiatives, judging when an AI pilot is ready to scale

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Course Outline:

Day 1: AI and Productivity in the Organisation: Definitions, Drivers and Current State

- Automation vs Augmentation: How AI Changes Tasks Rather Than Whole Jobs
- Generative AI and Predictive Analytics: What Each Does in Everyday Management Work
- Labour Productivity Definitions: Output per Hour, Cycle Time and Quality Measures
- HR as AI Change Owner: Fluency, Pilots and Workforce Readiness Responsibilities
- AI Readiness Assessment: Rating Data, Skills, Processes and Leadership by Department

Day 2: Use-Case Mapping and Productivity Measurement Models Across Departments

- AI Use-Case Canvas: Problem, Data, Users, Value and Feasibility for Each Idea
- Value vs Effort Matrix: Prioritising AI Use Cases Across All Departments
- Task Inventory Method: Breaking Roles into Tasks Rated for AI Exposure
- Baseline vs After Measurement: Time Saved, Cycle Time, Error Rate and Adoption
- AI Value Scorecard: Linking Productivity Indicators to Cost, Quality and Service Outcomes

Day 3: Applying AI in HR, Finance, Operations, Procurement, Sales, Service and IT

- AI in HR Processes: Recruitment Screening, Onboarding, Learning and Workforce Analytics
- AI in Finance and Procurement: Invoice Processing, Forecasting and Supplier Analysis
- AI in Operations and IT: Demand Planning, Scheduling and Service Desk Automation
- AI in Sales, Marketing and Customer Service: Content, Lead Scoring and Chat Assistants
- Off-the-Shelf Tools vs Custom Solutions: Selection Criteria for Departmental AI Use

Day 4: Workforce Redesign, Adoption, Governance and Risk Controls

- Role Redesign vs Headcount Reduction: Redeploying Capacity Released by AI
- Reskilling and Skills Matrix Planning: Closing AI Capability Gaps by Role Family
- AI Adoption and Change Plan: Sponsors, Champions, Communication and Resistance Handling
- AI Governance Checklist: Use Policy, Data Privacy, Bias Testing and Human Oversight
- AI Risk Register: Accuracy Errors, Data Leakage, Over-Reliance and Productivity Illusions

Day 5: Case Study: Building the Organisation's AI Productivity Roadmap

- Departmental Use-Case Portfolio: Mapping and Prioritising AI Opportunities for a Case Organisation
- Productivity Business Case: Setting Baselines and Target Gains for Selected Pilots
- Pilot vs Scale Decision: Reviewing Case Results Against Adoption and Value Thresholds
- Governance and Change Review: Testing the Case Plan Against Risk Checklist Items
- AI Productivity Roadmap: Completing Phased Priorities, Measures, Owners and Governance Steps

Skills You Will Gain:

- AI Use-Case Prioritisation
- Task-Level AI Exposure Analysis
- Productivity Baseline Measurement
- AI Value Scorecard Design
- Workforce Role Redesign
- AI Change Management
- AI Governance and Risk Control
- AI Roadmap Planning

Why Attend This Course:

- From scattered AI experiments in single teams to a prioritised portfolio of use cases mapped across every department
- From assuming AI saves time to proving gains with baseline and after measures of cycle time, quality and adoption
- From staff uncertainty and resistance about AI to an HR-led role redesign, reskilling and adoption plan
- From no organisational plan to an AI productivity roadmap with phased priorities, owners, measures and governance steps

Conclusion:

Organisation-wide AI productivity, seen from HR, is less about buying tools and more about redesigning work so that people and AI each do what they do well, then proving the result. The course draws three distinctions: automation against augmentation, activity metrics against measured productivity gains, and role redesign against headcount cuts. It suits managers, general managers and HR leaders with some exposure to AI tools who must decide where AI goes next across departments, rather than specialists seeking technical model-building skills or HR teams looking only at HR software.

Frequently Asked Questions FAQ:

What should a delegate know before a course on AI for HR and organisation-wide productivity?

No technical or coding background is needed. Delegates should manage a team, department or HR function and have basic familiarity with everyday AI tools such as chat assistants. Bringing a short description of key processes and current performance figures from their own organisation makes the case work more useful.

How does AI for HR and organisation-wide productivity differ from a course on AI in HR management?

A course on AI in HR management covers HR processes such as recruitment and learning. This course starts from HR but maps AI use cases across every department, measures productivity before and after, and plans role redesign and adoption for the whole organisation, for general managers as well as HR.

How is organisation-wide productivity from AI measured across departments?

It is measured by comparing a baseline taken before AI is introduced with the same measures afterwards: time spent per task, cycle time, error or rework rate, output volume and the share of staff actively using the tool. Gains count only when work is redesigned to use the released time.

What does a delegate take back to work from a course on AI for HR and organisation-wide productivity?

Delegates take back an AI productivity roadmap for their own organisation: a prioritised portfolio of departmental use cases, baseline and target measures, a role redesign and adoption plan, a governance and risk checklist, and phased steps with named owners.